

Healthwatch Hertfordshire Board Meeting
10a.m. on Monday 21st May 2018, at
1 Silver Court, Watchmead, Welwyn Garden City, AL7 4PH

Board Members: Eve Atkins, Roger Beeching, Maryrose Brennan, Meg Carter, Michael Downing, Sundera Kumara-Moorthy, Carol O'Brien, Steven Palmer (Chair), Andrew Stenson, Jayne Taylor, Michael Taylor

Executive Team: Geoff Brown (Chief Executive), Tom Barrasso (Strategy and Partnerships Manager, for agenda item 5 onwards), Nuray Ercan (Operational Manager, Minute taker), Paul Regan (Communication & Engagement Officer, Tweeting), Priya Vaithilingam (Research Manager, for agenda item 5 onwards)

Visitors/others: Linda McIntyre (Stakeholder Panel co-chair arrived 10:27am), Kevin Minier (Stakeholder Panel co-chair)

Apologies: Alan Bellinger, Meg Carter, Brian Gunson, Virginia Kirri-Songhurst, Barbara Suggitt, Shanie Hutton (Commissioner), Leslie Billy (Viewpoint)

1. Welcome, apologies, register of interests & handover from Michael D to Steve

Steve welcomed everyone present as the new Healthwatch Hertfordshire Chair.

Apologies as above. No interests declared.

Steve informed the meeting that Michael D would provide his last Chair's update under this agenda item to allow for better agenda flow.

Michael congratulated Steve on his appointment. His last function as Chair was to attend the Health Scrutiny Committee looking at Nascott Lawn and reiterated our support for the parents. Michael emphasised the importance of keeping HwH's link with scrutiny up.

Geoff added that the day after the Scrutiny meeting was the Herts Valleys CCG Board where Nascot was discussed. A difficult situation arose whereby a member of the HwH Board in attendance was asked what the Healthwatch view was on Nascot Lawn. The response they gave was different to the one that Michael had given at Scrutiny the previous day. In response to this the parents expressed disappointment. We then issued a press release to confirm the Healthwatch position in line with Michael's statement. It is important that Healthwatch continues to monitor progress, making sure that an accurate position is being communicated and that the families receive the support that they need now and in the future. Learning for the organisation was discussed. Geoff proposed that this is discussed further at the Board away day next month.

Action: Paul to circulate the press release to Board for information.

Action: Nuray to circulate details about the away day to Board.

Action: HwH rep to raise the HwH formal position under matters arising at the next HVCCG Board

Michael also attended the Stevenage Borough Council's Health strategy launch.

Michael expressed his enjoyment at being involved with Healthwatch. He highlighted that it had been a privilege to work with a really good Board and with exceptionally dedicated and able group of staff. Michael will speak at the AGM on 'whatever happened to the 5th social service'.

2. Minutes of 19th February 2018 & outstanding actions

The minutes were approved as an accurate record. Outstanding actions were highlighted and updates will be made to the spreadsheet for the next meeting.

Matters arising from the minutes/actions:

Procurement, commissioning and representation: 1) Geoff, Nuray and Tom are reviewing the representation list and will feed our back to Board by the end of the month along with the rationale. 2) Board made a decision at the last meeting to have involvement in Community Services commissioning work in the West of the County and would be involved in other areas as patient representation rather than HwH representatives. Geoff is meeting with David Evans about this matter. 3) Demand management within localities: The CCG has invited HwH to attend four meetings on an ongoing basis. It was decided that we would seek an understanding of the issues and regular reports/papers from their meetings.

3. Chair's update

New Treasurer - Steve asked if anyone would like to take on the role of Treasurer. No interests were indicated and it was agreed that we would recruit to this new vacancy. The Treasurer does not need to be a Trustee.

Action: Absent Board members to be asked before proceeding with recruitment.

4. Chief Executive's update including monitoring return

Geoff attended an Integrated Care Alliances (ICA) event looking at consistency and good practice across localities, though this was predominantly a clinical session.

Geoff introduced the item explaining that the Chief Execs report comprises the contract monitoring return, also provided to our Commissioner. Three key documents are provided: The standard Hertfordshire County Council performance assessment spreadsheet, a word document containing further information about projects and activity within the quarter and a list of compliments received. In addition the new Voice Contract Performance monitoring and indicators was provided which we will also start working to going forward.

Questions received/matters discussed:

- A request to state more clearly the impact/outcomes within the 'projects and activities' document. Though important to recognise the distinction between meetings and projects within the document
- Re the Voice Contract Performance monitoring indicators: specifically re social media reach / website hit targets - may need to explore with commissioners whether they are specific, looking for trends or whether we can aggregate them.
- Re the Voice Contract Performance monitoring indicators: 1.5 support commissioners as they make commissioning decisions - to explore tightening the wording in this section
- Re reduction in enter and view monitoring targets - concerns were raised about the number being sufficient to be useful as a programme of work. However there are watch points in place through our meetings such as the quality meetings including: CQC, HCC and the CCGs. The Board had discussed this previously and had made a decision on this.

The Health and Safety progress indicators with action dates was noted.

5. Policy sign off

- **Expense Claim policy:** was discussed at the Internal Affairs sub-committee and incorporates a point on evening meetings.
- **Enter and View Policy and Procedure:** was discussed at the External Affairs sub-committee and updated (in red text) to reflect new governance arrangements within the organisation.

Priya talked through and answered questions on the following policies in light of GDPR:

- **Confidentiality Policy:** updated, highlighted in blue text
- **Information Governance Policy:** updated, highlighted in blue text
- **Data Protection:** has been completely re-written and is the organisations framework to be working to going forward. It incorporates additional detail on data retention, security and added obligation under GDPR - protection by design which is to ensure from the inception of a piece of work that consideration is made to the holding of data and impact on individuals. Board has a dual responsibility: as Board members, of ensuring that the organisation is compliant and as volunteers, of referring to the staff and volunteer responsibilities which is to ensure mindfulness when coming into contact with personal information. Board will be given a briefing/training on GDPR and how this impacts on their role at the away day. Underneath this Policy sits an Information Assets Register and various process and procedures to ensure the organisation is compliant.

Geoff added that Priya has done a huge amount of work in getting the organisation prepared and the operational team has also been briefed and sorting through data.

The Board signed all the above Policies off.

6. Enter and View Report Sign off - none at this time.

7. Finance

The budget papers were noted and signed off.

8. General Interest Groups (GIGs) and PPGs

HwH supports district patient groups through a yearly grant of up to £250. Currently only two groups bid for the grant. A question has been asked as to whether HwH should also support individual PPG's. After discussion the Board agreed that HwH could not provide grants to every PPG needing support however would consider exceptional requests.

9. Sub-groups and committees

a. Internal Affairs sub-committee - see paper circulated for information.

Action: Nuray to correct the apologies list.

b. External Affairs sub-committee - see paper circulated for information.

Action: Tom to correct the apologies list.

c. Learning Disability Service Watch Group - see report circulated for an update.

d. Sensory and Physical Disability Service Watch Group - see report circulated for an update.

e. Stakeholder Panel - see report circulated for an update. The Panel discussed representation and attendance to their meetings. Also explored the Panel's holding Board to account role. The Panel formally expressed their gratitude and thanks to Michael D.

10. Any other business including questions from the public - none.

11. Closed Part 2 item - the operation team and visitors left the Board meeting.

Next formal meeting of the Board: Monday 20th August, 10am - 1pm, Silver Court, WGC